

## **Part I, Section C**

### **Statement of Work**

#### **C.1 Introduction**

The Federal Aviation Administration (FAA or Government) in accordance with FAA Order 1600.69 has a requirement to procure contract Security Officer (SO) services to increase physical security and safeguard FAA employees, facilities, Government property and assets from loss, theft, damage, unauthorized use, criminal acts, espionage, sabotage, and terrorism. A well-trained and equipped armed SO force provides management with an effective means for implementing and monitoring the provisions of the Facility Security Management Program (FSMP). When Security Officers (SOs) are required, they will conduct visitor and vehicle control and screening, monitor or respond to facility cameras and alarms from intrusion detection systems, perform magnetometer and X-ray screening, and other duties as outlined in this Statement of Work (SOW).

#### **C.2 Scope**

The contractor must furnish all labor, supervision, materials, equipment, transportation, training, and management necessary to provide SO services in accordance with the stated requirements, except any identified Government furnished equipment (GFE) or Government furnished information (GFI). The contractor must implement all necessary scheduling and personnel and equipment control procedures to ensure timely accomplishment of all SO service requirements.

#### **C.3 General Requirements**

The contractor must meet the following minimum criteria:

- a. The contractor's primary business must be providing contract SO services, including armed SOs.
- b. The contractor must have at least five (5) years of documented experience in providing armed contract SO services.
- c. The contractor must provide written evidence of satisfactory service to large facilities similar to FAA Security Level 3 and 4 type, staffed facilities. FAA Security Level 3 designated facilities will usually have between 151 and 450 employees and have between 80,000 and 150,000 square feet of space. Security Level 4 designated facilities will usually have more than 450 employees, more than 150,000 square feet of space and may have a high volume of public contact.
- d. The contractor must certify and, if requested by the Government, provide proof that they and all of their personnel assigned to FAA facilities, meet all applicable federal, state and local license and registration requirements, and that all required registrations and licenses are current. In those circumstances where the state or local requirements are less stringent than FAA requirements, SOs will be required to meet the FAA requirements. Providers must maintain currency for all required registrations and licensing throughout the contract period of performance.

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The contractor must make sure that performance of SO services are carried out in a manner that causes minimal interruption to or interference with proper execution of Government business.

The Contracting Officer (CO) will assign a Contracting Officer's Technical Representative (COTR) for the contract. The COTR will represent the CO throughout the period of performance, at all locations included under the contract, and may visit contractor or SO training facilities. The COTR will review all aspects of and recommend approval or disapproval of invoices; monitor contractor performance; initiate or respond to reports of possible concern to the CO; and respond to, communicate with, or meet with the contractor or FAA authorities as needed, on behalf of the CO.

The FAA will designate an Alternate Technical Representative (ATR) who will be appointed by the CO to act as liaison between the COTR and the contractor or representatives from other FAA facilities or organizations. The ATR will be the day-to-day facility level liaison for routine matters as described in the J.13 ATR Standard Operating Procedures, but may not alter requirements of the contract or obligate the Government financially. The ATR may or may not be the FAA Facility Manager (FM) responsible for all facility related activities at the site. In the event of an emergency that would require a temporary modification to the Post or Guard Orders, the FAA ATR may issue Special Orders for immediate action.

The contractor will maintain a current hard copy of certain individual SO records required for review on demand by the ATR or COTR or credentialed Special Agents of the Government. The contractor must maintain on-site copies of:

- a. The contractor's SO Manual (SOM);
- b. Copies of the contractor's suitability determination, police check and five-year employer check;
- c. Certification of Physical Qualification;
- d. Firearms qualification;
- e. Formal training as required herein; and
- f. Checklist of all documents in the on-site and reviewed lists, indicating that each was properly reviewed (Attachment J.9).

The documents listed below will be reviewed by Government representatives prior to a guard's assignment as directed by the COTR:

- a. SF 85-P, Questionnaire for Public Trust Positions;
- b. FD-258, Fingerprint cards;
- c. Certificate of Citizenship;
- d. Certificate of Education;
- e. Proof of minimum Age;
- f. Applicable state or local jurisdiction licensing; and
- g. Copies of Background Investigation Transmittal letters.

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The contractor must provide lockable storage cabinets at the Government's expense to store individual SO records at each facility. Access to the cabinet will be strictly controlled by the contractor and access granted to Government personnel only on demand. The contractor must view the identification of Government personnel requesting access to guard records and record the names of anyone granted access in the guard's daily log.

Specific detailed procedures and process requirements for each facility will be contained in the site task order. The task order will include facility post orders and provide guidance for that facility.

The contractor must not perform any personal services under this contract. The Government will not directly supervise contractor employees. The applicable contractor employee supervisor will give all individual contractor employee assignments, and daily work direction. If the contractor believes any Government action or communication has been given that would create a personal services relationship between the Government and any contractor employee, the contractor must promptly notify the CO of this communication or action. In addition, SO services specifically exclude the delivery of mail within the facility or between offices. The SOs must screen mail and parcels by X-ray where such machines are provided or as described in the Post Order but must not sort, deliver, or place mail in mailboxes. Screened mail and parcels must be controlled by the SO between the screening location and the administrative drop-off point for pick up and handling by facility personnel.

The contractor must not perform any inherently governmental functions under this contract. No contractor employee will hold him or herself out to be a Government employee, agent, or representative. A contractor employee must not state orally or in writing at any time that he or she is acting on behalf of the Government. In all communications with third parties in connection with this contract, contractor employees must identify themselves as contractor employees and specify the name of the company for which they work. In all communications with other Government contractors in connection with this contract, the contractor employee must state that they have no authority in any way to change the contract.

The contractor must ensure that all of its employees working under this contract are informed of the substance of this direction regarding the prohibition on performing personal services and the prohibition on performing inherently governmental functions. Nothing in this statement limits the Government's rights in any way under any other provision of the contract. The substance of this direction must be included in all subcontracts at any tier.

The below list of functions describe routine duties of SOs. SO are capable of working several functions at one time. The contractor must provide the following functions and duties:

**C.3.1 Access Control**

The contractor's SOs must provide courteous, timely service while maintaining control of all personnel and vehicles entering the facility in accordance with the local Facility Security Plan and the task order. The ATR may alter access and egress control requirements according to

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changes in Security Conditions (SECON) or General Notice (GENOT). Additional requirements, if any, will be included in individual task orders and facility post orders. As a minimum the contractor must provide the following services:

- a. Stand post at entry or exit gates designated by the ATR to verify all persons' identification and conduct inquiries and surveillance of suspicious items, packages, and people;
- b. As defined by the ATR, ensure individuals do not depart with Government material unless they are authorized to do so;
- c. Verbally challenge individuals who are approaching restricted areas;
- d. Direct individuals who cause a disturbance to leave the property;
- e. Operate traffic control checkpoints;
- f. Close off areas to traffic, establish perimeters, and set up barricades to secure scenes or facilities;
- g. Control spectator access to incident scenes;
- h. Notify law enforcement and help ensure integrity of a crime or incident scene, maintaining it in its original condition until law enforcement personnel take over;
- i. Coordinate the receipt, issuance, and tracking of all keys, key cards, lock combinations, etc.;
- j. Observe unique characteristics of an individual for identification purposes;
- k. Identify unwanted persons or vehicles;
- l. Observe a person's body language to assess attitude and intention;
- m. Adjust communication to ensure understanding;
- n. Communicate with individuals to establish rapport;
- o. Encourage people to approach by using effective non-verbal communication (e.g., making eye contact, smiling, greeting a person cordially, and nodding);
- p. Communicate with rude or abusive people;
- q. Use body language to project control and influence;
- r. Use voice commands to project control and direct actions;
- s. Use defensive tactics to prevent or control movements of individuals;
- t. Defend against violent combative person with assistance to prevent injury to self or others;
- u. Apply handcuffs to individuals who are displaying erratic or violent behavior;

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- v. Provide first aid to individuals when needed; and
- w. Operate all electronic security equipment in accordance with the post orders;

### **C.3.2 Screening**

The contractor must:

- a. Check packages, briefcases, containers, or any other hand-carried items in the possession of visitors for weapons and illegal or other contraband items. VIPs specifically identified by the FM in person will be screened only as directed by the FM;
- b. Operate metal detectors to inspect visitors and deliveries for prohibited items as described in post orders;
- c. Operate X-ray machine to inspect visitors' packages, equipment, and hand carried articles for prohibited items as described in post orders;
- d. Conduct vehicle inspection, which may include searching under seats, in the trunk, and under the vehicle as described in post orders; and
- e. Conduct broader or more detailed screening as directed by the ATR in response to the security posture.

### **C.3.3 Visitor Processing**

The contractor must:

- a. Issue visitor badges to visitors as described in post orders.

### **C.3.4 Patrol and Response**

The SO must conduct roving patrols as specified in the local post orders. Roving patrols must be conducted on foot unless otherwise described in the post orders. The SO conducting the roving patrol must be continuously on the alert for unsafe or suspicious situations. The SO must restrict admission to areas deemed unsafe and notify the FM and the ATR. In the event of an incident affecting the facility, the SO must:

- Immediately summon appropriate response forces and then notify the FM and other Government personnel as prescribed by the post orders;
- Assist in minimizing the effects thereof; and
- Assist in restoring the area to a safe condition as soon as possible.

In any instance where the SO determines an emergency exists, he or she must call 911 and inform facility staff that first responders have been summoned.

The patrolling SO must use a Government-furnished electronic tour system.

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Routine inspections must be made of the entire facility perimeter to detect unauthorized entry (attempted or actual) or other suspicious activities. Routes and times must be varied to avoid establishing a set pattern. The SO must conduct these checks as prescribed in local post orders.

In the case of emergency conditions, the ATR may direct the SO Site Supervisor (SS) to temporarily divert SOs from their normal roving patrol duties to respond to the emergency conditions. Those employees must return to their normally assigned duties when released from the emergency situation by the SS.

In any instance where direction is given by the ATR to alter normal patrol activities, all pertinent facts concerning the deviation must be recorded in the patrol log.

The contractor must additionally perform the below patrol and response related activities:

- a. Inspect physical security safeguards, including door and window locks, fences, and sensors;
- b. Inspect facilities for hazards, mechanical problems, and unsafe conditions and report problems to appropriate authorities;
- c. Ensure that all security equipment is activated and operating properly, including lock and key or card system;
- d. Close and secure open windows or doors in unoccupied spaces, gates, or other access points;
- e. Manually open and close heavy gates and doors;
- f. Conduct patrols in accordance with routes and schedules contained in post orders;
- g. Record changes to the security status of the facility in the post log, and inform the ATR or FAA FM on duty of such changes when immediate attention may be required;
- h. Patrol locations in areas which are potentially hazardous to the public (e.g., construction sites and attractive nuisances);
- i. Inspect the perimeter, property, and buildings for hazards, intruders, and suspicious activities;
- j. Observe the environment for suspicious vehicles or persons on or around Government property;
- k. Review maps, floor plans, diagrams, or other information to become familiar with facility and property boundaries;
- l. Evacuate individuals from dangerous or life threatening situations;
- m. Guide and assist first responders (e.g., with scene management or security);

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- n. Administer cardio-pulmonary resuscitation (CPR);
- o. Administer or deploy automatic external defibrillator (AED);
- p. Assess the medical condition of injured individuals;
- q. Perform basic first aid in response to emergencies;
- r. Use fire extinguisher to put out a minor fire;
- s. Request emergency assistance in response to traffic accidents;
- t. Assist in conducting accident and incident scene searches and investigations (e.g., check visitor logs, tapes) in search of relevant evidence and information to determine the facts of the situation;
- u. Follow directions to and respond to emergency and routine calls for service until the situation is resolved or until relieved by a higher authority;
- v. Investigate the source of suspicious odors and sounds;
- w. Pursue fleeing individuals to the edge of facility property and notify 911;
- x. Escort money, valuables, or persons as directed by the ATR; and
- y. Escort facility tenants and visitors to or from their vehicles after hours, upon request.

**C.3.5. Control Operations**

The contractor must:

- a. Provide written or verbal situation reports regarding security related information (e.g., accidents, bomb threats, unlawful acts, characteristics of individuals);
- b. Report potentially threatening situations and violations of law and security procedures;
- c. Check radio or communication equipment; and
- d. Respond to or monitor security and fire alarms and closed-circuit television to detect security risks, threats, or prohibited items carried by visitors.

**C.3.6. Common Tasks**

The contractor must:

- a. Provide direction or information to tenants or visitors;
- b. Advise persons relative to problems, situations, etc.;
- c. Explain rules, regulations, and procedures to individuals;
- d. Participate in search for child missing on facility property;

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- e. Conduct on-the-spot interviews of witnesses to obtain description of possible suspects or description of events and persons surrounding security incidents, for reporting to first responders or Government authorities;
- f. Collect information about stolen or missing property or suspicious activities to aid investigations;
- g. Advise the SS or the FM on duty of potentially hazardous conditions;
- h. Raise and lower the flag in a respectful and appropriate manner;
- i. Locate and review documents and information (e.g., logs, lists);
- j. Read memos and other written material issued by the ATR to maintain knowledge;
- k. Take detailed field notes so reports can be completed or log entries completed;
- l. Activate and test alarm systems, if necessary;
- m. Provide backup assistance to other SOs;
- n. Recognize and report unsolicited contacts (telephone, in person, and by mail) to determine suspected criminal or suspicious activity that poses a potential threat to the organization's facilities or personnel;
- o. Interview and assess suspicious persons;
- p. Draw and discharge weapon to protect self or third party;
- q. Participate in firearms training;
- r. Care for and maintain firearms;
- s. Participate in training in the use of chemical agents, restraining devices, and batons to be used in emergency situations;
- t. Use oleoresin capicum chemical gel or foam to temporarily incapacitate a violent individual;
- u. Use baton as a defensive weapon or to temporarily disable a violent individual;
- v. Inventory physical objects (e.g., keys, keycards, vehicles, visitor badges) and log accordingly;
- w. Testify in court regarding criminal activity or other incidents;
- x. Participate in in-service training; and
- y. Report misconduct of other SOs.



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**C.3.7. Inspections****C.3.7.1 Buildings and Grounds**

Assigned SOs must visually and physically inspect all buildings, accessible ground-floor windows, exterior doors, Government vehicles, lights, locks, signs, etc. and report any that are damaged, not operational, or not secured. While such inspections are primarily to detect unsecured facilities, the SO must also immediately report to the appropriate authorities any fire, flooding, or other condition that could result in damage to buildings or equipment or injuries to personnel. The SOs must not disturb papers on desks, open desk drawers or cabinets, erase blackboards, or use Government equipment unless specifically authorized.

**C.3.7.2 Vehicles**

The contractor must conduct inspections of vehicles in accordance with facility post orders. Prior to facility or compound entry, all visitor or commercial vehicles must be inspected in accordance with post orders or as directed by the ATR to ensure no unauthorized vehicles, personnel, or materials enter the facility. Inspections will be conducted in a professional, safe, and courteous manner while maintaining control of all personnel and vehicles during inspection. Vehicle inspection requirements will vary according to SECON/GENOT. The contractor must supply any necessary safety equipment or material to conduct vehicle inspection. Inspections of vehicles must be conducted in the area designated for vehicle inspection in accordance with local procedures. Inspections include, but are not limited to, the interior of the vehicle cab, bed or box, trunk, trailer, under the hood, and underside of the vehicle.

**C.3.7.3. Execute Colors**

The SO may be required to raise and lower the United States Flag (and other flags as directed by the ATR) at the locations and times indicated in the Post Order.

**C.3.7.4. Traffic, Parking, and Pedestrian Control**

The SO must direct traffic and control lights, as described in local post orders. Abandoned or suspicious occupied vehicles must be reported promptly. Vehicles parked in prohibited zones, which require removal by towing, must also be reported to the SS or the ATR.

**C.3.7.5. Escort Services**

The SO will not normally provide escort duties for routine visitors. Any temporary exceptions to this requirement will be directed by the ATR, on behalf of the Facility Manager.

The SO may need to escort deliveries to the loading dock and to keep the loading operation under observation, as described in the post orders.

The SO may be required to escort any armed courier while on Government property to make cash deliveries to the credit union or ATM machines.

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**C.3.7.6. Gate or Building Openings**

The SO must open and close any gate(s) and building(s) within the time parameters as specified by the post orders or as directed by the ATR. The SO must maintain a record of all-nonscheduled gate or building openings or closings. The SO may be directed by the ATR to temporarily close parking areas and direct traffic during special events.

**C.3.7.7. Key or Access Control Cards or Combination Control**

The SO must receive, secure, issue, and account for all keys or access cards or combinations issued to them for access to buildings, offices, equipment, gates, etc. Prior to starting work, the SO must sign a receipt, or enter into the Daily Log for all keys or access control cards or combinations issued by the Government. The SO must maintain records that show how many keys and access cards are in existence, in whose possession and who has knowledge of and access to combinations. These records must be made available to the ATR or other Government authority when identified as such by the ATR upon request. Keys must not be duplicated, transferred to another person, or removed from the facility. Any loss of a key, access control cards or combinations must be immediately reported to the ATR or SS.

**C.3.7.8. Other Requirements**

The contractor must deny entry of any unauthorized person(s), property, or vehicles to area(s) defined in the post orders. All posts must be staffed in accordance with contract requirements. During the time periods posts are not staffed, the posts must be considered part of the perimeter and controlled by the roving patrol. Authorized personnel or vehicles must be allowed entry after they have been properly screened. The SO must minimize traffic congestion during peak periods of personnel arrivals or departures in compliance with the post orders.

The SO must evaluate and process visitors, mail, and packages using metal detection and X-ray equipment. In the absence of an X-ray machine, SOs will hand inspect bags, packages, and mail. The FAA has the right to overtly or covertly test SO personnel on how well they screen visitors, packages and mail.

The SO must comply with local post orders on issuance of temporary passes and temporary badges to Government employees, authorized visitors, contractors, and vendors. The SO must courteously and promptly process visitors, issue appropriate identification badges to authorized visitors, and record required information. Vehicle passes must either be denied or issued after proper screening and validation.

The use of certain private property (e.g., audio and video recording devices, cameras, etc.) is prohibited on the facility, unless authorized by the FM. A list of prohibited items and the procedures for the handling of those items will be provided in the post orders.

Similarly, the SO must maintain a list of lost items, accept found items, and secure them until

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they can be transferred to the proper authorities, the FM, or the Facility Security Coordinator (FSC) for disposition. The SO must be fully responsible for items in his or her possession.

#### **C.4 Security Officer Operations**

##### **C.4.1 Post Orders**

The FAA will provide the contractor with a copy of the facility post orders prior to commencement of performance on this contract. The contractor must ensure that all SO personnel are trained on the contents of these orders.

The instructions in the post orders are specific to the facility and can be in the form of general, special, or temporary orders. These orders describe the duties and actions that the SO is to carry out under specified conditions at all individual posts or patrols as required by the contract.

- a. General Orders - Instructions that concern the SOs as a whole and are applicable at all posts and patrols. They will cover such items as performance of contract SO duties and responsibilities, facility access procedures, notification requirements, etc.
- b. Special Orders - Instructions that prescribe the responsibilities of a particular post or patrol. Each post or patrol will have special orders issued concerning the location, duties, and hours staffed.
- c. Temporary Orders - Instructions that are issued for a short period covering a special or temporary situation.

##### **C.4.2 Security Officer Manual (SOM)**

The contractor must develop and issue a current and comprehensive contractor SOM to each SO. The manual is intended to be a contractor-employee manual and will contain the basic guidance issued by the contractor to its employees concerning supervisory and employee responsibilities, matters of dress, discipline, patrolling, first aid, emergency responsibilities, detention of suspects and arrest powers, courtesy, communications, and chain of command.

###### **C.4.2.1 Security Officer Manual Contents**

The contractor must issue a SOM. A copy of the SOM must be maintained at each post location. The SOM is intended to be a contractor-employee manual and will contain the basic guidance issued by the contractor to its employees acting under the contract. Because it describes or may govern SO behavior or actions under this contract, the SOM must be coordinated with the CO and COTR prior to issuance.

The SOM must include, as a minimum, the following topics:

- General company policy, rules and regulations;
- Chain of command;

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- Concepts of facility protection;
- Legal aspects of facility protection;
- Detention of suspects and arrest powers;
- Patrol techniques;
- Access and traffic control;
- Detection of methods of sabotage;
- Fire prevention and protection;
- Communication;
- Report writing;
- Handling of safety hazards and bomb threats;
- Care and handling of firearms;
- Firearms qualification and certification;
- First aid;
- Wearing of the prescribed uniform;
- Standards of conduct and discipline;
- Courtesy and professionalism;
- Medical examinations of SOs and certification of acceptability;
- Physical condition;
- Protection and reporting of classified information incidents;
- Emergency responsibilities;
- Active shooter and violence in workplace incidents; and
- Occupancy emergency plan, in contractor format with contractor developed content.

A detailed review of the SOM must be provided as part of each employee's initial training, and each time the manual is modified. No SO will be assigned to duty unless he or she is thoroughly knowledgeable of and understands the SOM. The SOM may be modified to reflect required changes in the Government's SO requirements.

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**C.5 Staffing**

The contractor must ensure that all SO personnel meet the following requirements.

**C.5.1 Site Supervisor**

The SS is the contractor's day-to-day representative on site and must ensure SO staff compliance with all contract requirements.

Supervisory personnel must have two years of facility protection experience at a level commensurate with the scope of work of this contract. In addition, the SS must meet the Qualifications set forth in Section C.6 in this contract.

**C.5.1.1 Supervisor Responsibilities**

The SS must ensure that each post is staffed as required, that employees are properly uniformed and present a neat appearance, and that each employee is familiar with their post and duties, and is fully certified.

The SS must be available at all times to receive and implement orders or special instructions from the CO or COTR or ATR during emergency situations concerning matters which affect the operation, protection or security of assigned areas.

The SS must:

- a. Exercise individual judgment as to scheduling and utilizing SO personnel;
- b. Provide to the ATR a current list of available qualified SOs;
- c. Serve as the contact point between the contractor and the ATR. The supervisor must receive all instructions and ensure the SO force properly implements them;
- d. Receive complaints or reports of violations of SO instructions from the ATR, COTR, or FM and initiate corrective action. The supervisor must resolve complaints about contractor policy, uniforms, etc. from SO personnel; and
- e. Conduct a security orientation on individual conduct and responsibility for SO personnel prior to their duty assignments. The contractor must provide an outline of the orientation content to the ATR. Each employee's initial orientation will be documented and signed by the employee and supervisor and forwarded to the ATR.
- f. When inspecting the SO employees, the supervisor must ensure that:
  1. A current copy of the regulations and instructions pertaining to the SO post, the SOM and post orders are immediately available at each post of duty;
  2. Each SO understands and complies with the facility post orders and the contractor SOM;

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3. The supervisor, upon notification that a firearm has been discharged, must take the following actions:
  - a. Ensure that the ATR and appropriate local authorities are notified immediately; and
  - b. Provide a written follow-up report of the incident to the ATR and either the CO or COTR within four (4) hours.

#### **C.5.1.2 Security Officer Requirements**

The contractor must provide qualified personnel to meet the site staffing requirements. The specific staffing requirements for each site will be provided in the individual site task order. All SO personnel must meet the qualifications in Section C.6. At no time may a SO leave their post until properly relieved. A guard found to be lacking in any certification must be promptly replaced by the contractor at the contractor's sole expense.

#### **C.5.2 Recall System**

The contractor must provide an employee recall system with the capability of contacting and recalling up to three (3) off duty personnel per shift. Personnel must be on-site within two (2) hours of the contractor's receipt of the COTR recall authorization. Situations which may result in recalls include riots, civil disturbances, or other large gatherings of people where, in the opinion of the Government or local law enforcement, a threat exists to life and property. The CO will notify the contractor for additional personnel as required.

### **C.6 Qualifications**

The contract SOs must be persons specifically hired, organized, trained, and equipped to protect personnel, assets, and facilities. The following basic qualifications must apply to all individuals employed or being considered for employment as a SO.

#### **C.6.1 Citizenship**

All SO personnel must be U.S. citizens.

#### **C.6.2 Personal Traits**

General Standards.

The contractor will assign to FAA facilities SOs hired, organized, trained, equipped and armed to the specific requirements of this SOW.

- a. All SOs assigned to FAA facilities must:
  1. Meet all federal, state and local requirements for SOs;
  2. Meet the requirements of this SOW;
  3. Exercise sound judgment, meet and deal with people in a positive manner, and maintain

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- poise and self-control under stress;
4. Input and retrieve data using a computerized security system and read, understand, and apply printed instructions, rules, detailed orders and training materials;
  5. Be at least 21 years of age at the time of employment; and
  6. Have earned a high school diploma or General Education Development (GED) Certificate from a duly accredited institution.
- b. All SOs assigned to FAA facilities must meet one or more of the following requirements for experience:
1. 3 years of security experience within the past 5 years, or
  2. Associate Degree in a related field plus 1 year of experience, or
  3. 3 years of military experience (active, reserve or national guard), or
  4. Successful completion of a State certified Police Officer's Standard Training (POST) certification course, or
  5. Possess a reasonable combination of (1) through (3) as agreed to by the COTR.
- c. Prior to assigning a SO to an FAA facility the SS will certify in writing to the ATR that the individual possesses the following communication skills:
1. Speak English fluently;
  2. Reads and understands written English in reports, orders, guidelines, and instructions; and
  3. Write official reports in English that are grammatically correct and technically accurate.

#### **C.6.3 Convictions**

The contractor must ensure that no employee has a felony conviction. Persons convicted of or under indictment for a misdemeanor crime of domestic violence under 18 USC, 922 are prohibited from employment as an armed or unarmed SO. Additionally, all other applicable laws and regulations prohibiting employment as an armed or unarmed SO apply. Where contracts require access to airport operations areas, the contractor must comply with the Transportation Security Administration Regulation 1542.

#### **C.6.4 Pre-Employment Investigation**

The contractor is required to conduct or have conducted a pre-employment suitability investigation for each individual. The investigation must include the following:

- a. A search of police files in the area of residence, including previous addresses.
- b. Inquiries of former employers for a period of the most recent five (5) years.
- c. Information that may reflect on the suitability of the SO to perform security duties under this contract.

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The contractor must provide the results of the investigative reports for SOs to the CO or COTR not later than fifteen (15) calendar days prior to beginning duty. Where the records exist for incumbent SOs, the contractor may utilize the existing records provided the investigation has been completed within the previous five (5) years from the start of the period of performance.

#### **C.6.5 Personnel and Industrial Security Requirements**

In order to obtain an FAA Personal Identity Verification (PIV) card, the contractor must submit the name, date and place of birth, and social security number (SSN) for each employee who will be assigned any long or short term or occasional function at an FAA facility to the COTR or to the personnel security specialist (PSS) designated by the COTR not later than fifteen (15) calendar days prior to beginning duty as an FAA contract SO.

SOs must successfully pass a Federal Bureau of Investigations (FBI) fingerprint check prior to receiving an interim Government suitability determination and reporting for duty.

All SOs must successfully pass an Office of Personnel Management National Agency Check with Inquiries (NACI). Any employee given interim suitability approval and later receives an unfavorable NACI report will be removed immediately. Each individual SO must be able to obtain a FAA contractor Employee identification badge with unescorted entry.

Each applicant must appear in person before an FAA Trusted Agent with two forms of identification as identified in Office of Management and Budget Circular I-9.

The FAA Acquisition Management System (AMS) Clauses 3.14-2, Contractor Personnel Suitability Requirements, and 3.14-4, Access to FAA Systems and Government-Issued keys, PIV cards, and vehicle decals contain specific instructions for obtaining a FAA badge. In the event derogatory or adverse suitability information is discovered the CO will notify the contractor in accordance with AMS Clause 3.14.2(e).

Where classified SO task orders are required, the CO or COTR will notify the contractor of the appropriate SO investigative requirements. Access to classified national security information is not normally required in the performance of this contract.

The completed forms identified in AMS Clauses 3.14-2 and 3.14-4 are to be submitted to the PSS fifteen (15) calendar days prior to reporting for duty. A copy of the transmittal letter will be sent to and maintained by the ATR until the results of the investigation are received. Investigative information developed by the Government on contractor employees is releasable only in accordance with applicable regulations. Information relating to national security is only releasable to individuals with a valid need to know and appropriate levels of access.

#### **C.7 Medical and Drug Test Requirements**

##### **C.7.1 Medical Standards**



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The contractor must ensure that the SOs working under this contract meet the medical and physical requirements described below.

- a. The contractor must require SOs to undergo a pre-employment medical or physical examination and every three years thereafter. A licensed physician must administer examinations and document results on the Medical Questionnaire (See J.12)
- b. The contractor must ensure a licensed physician fully and accurately completes Sections 2 and 3 of SO Medical Questionnaire, as based on medical standards and essential job functions set forth under this contract. SOs must meet health certification requirements listed in SO Medical Questionnaire.
- c. SOs must meet following medical standards:
  1. **Vision:** A SO must have binocular vision correctable to not test less than 20/30 (Snellen). A SO who has undergone a Radial Keratotomy or laser correction procedure to correct his or her vision to an acceptable level is medically qualified for this position. Near vision, corrected or uncorrected, must be sufficient to read Jaeger Number 2 or equivalent type and size letter at a distance of no less than 12 inches on a standard Jaeger chart. An SO must have normal color vision.
  2. **Hearing:** A SO must average hearing at 500, 1000, 2000, and 3000 Hertz (Hz) and must be less than or equal to 25 decibels. SO hearing at 4000 and 5000 Hz must be less than or equal to 45 decibels. If there is a difference in hearing between SO's ears (in excess of 15 decibels at 500-3000 Hz range or in excess of 30 decibels at 4000-5000 Hz range), a SO must receive a test for sound localization. A SO must not have ear disorders affecting equilibrium. A SO may use a hearing aid.
  3. **Speech:** An SO must be able to speak clearly and distinctly. Any disease or condition that significantly interferes with an individual's ability to speak is a disqualifying factor.
  4. **Cardiovascular System:** Any disease or condition that interferes with cardiovascular function and an individual's safe and efficient job performance is a disqualifying factor. A SO aerobic capacity is a minimum 9 MET or 31.5 ml/kg min VO2 Max.
  5. **Chest and Respiratory System:** Individual must have a healthy respiratory system and receive an evaluation and clearance for use of disposable particulate respirators meeting N95 standards as established by National Institute for Occupational Safety and Health (NIOSH). Any disease or condition that interferes with respiratory function and an individual's safe and efficient job performance is a disqualifying factor.
  6. **Gastrointestinal System:** Individual must have a healthy gastrointestinal tract. Any disease or condition that interferes with gastrointestinal function and an individual's safe and efficient job performance is a disqualifying factor.
  7. **Genitourinary System:** Individual must have a healthy genitourinary system. Any disease or condition that interferes with an individual's safe and efficient job performance is disqualifying.

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8. **Endocrine and Metabolic Systems:** Any condition affecting normal hormonal or metabolic functioning and response that is likely to adversely affect an individual's safe and efficient job performance is a disqualifying factor.
9. **Musculoskeletal System:** Any condition that adversely impacts on an individual's movement, agility, flexibility, strength, dexterity, coordination, or ability to accelerate, decelerate, or change directions, and that is likely to adversely affect an individual's safe and efficient performance of duties, is a disqualifying factor.
10. **Hematology System:** Any hematological condition characterized as chronic, caused a hematological crisis, or adversely impacts an individual's safe and efficient performance of duties is a disqualifying factor. Such conditions may include anemia or thrombocytopenia.
11. **Neurological Systems:** Any disease or condition that interferes with an individual's central or peripheral nervous system function and that is likely to adversely affect safe and efficient performance of duties is a disqualifying factor. Any condition with loss of motor skills, muscle strength, cognitive function, coordination, or gait, sensory loss (limb, hearing, or vision), tremor, pain, or effect on speech is a disqualifying factor.
12. **Psychiatric Disorders:** Any disorder that affects an individual's judgment, cognitive function, or safe and efficient performance of essential job functions, is a disqualifying factor.
13. **Dermatology:** Any disease or condition that may cause an individual to be unduly susceptible to injury or disease as a consequence of environmental exposures or which results in restricted functioning or movement and thereby impairs safe and efficient performance of essential job functions is a disqualifying factor.
14. **Medication:** Individual's use of medications such as narcotics, sedative hypnotics, barbiturates, amphetamines, or any drug with potential for addiction, that is taken for extended periods of time [e.g., beyond ten (10) calendar days], or is prescribed for a persistent or recurring underlying condition, is a disqualifying factor.
15. **Organ transplantation and prosthetic devices:** Any transplantation or prosthetic device that adversely affects an individual's ability to safely and efficiently perform essential job functions is a disqualifying factor.

### **C.7.2 Physical Demands**

SOs must be physically able to perform tasks and functions listed below, in performance of assigned duties:

- a. Frequent and prolonged walking, standing, sitting, and stooping, up to twelve (12) hours per day, either indoors or outdoors, during daytime or nighttime. Outdoor posts may require an individual to withstand extreme heat, humidity, cold, or severe weather (e.g., snow, sleet, rain, hail, wind).

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- b. Frequent contact with general public, law enforcement, and dispatch center, requiring an ability to speak clearly and distinctly and remain calm in stressful situations (e.g., confrontations with angry, distraught, disturbed, or violent persons).
- c. Ability to remain on post up to four (4) consecutive hours without sitting, eating, or relieving bladder or bowels.
- d. Ability to remain alert for up to twelve (12) hours, with ability to mentally and physically react quickly to a variety of unexpected and dangerous situations. Use of senses (sight, hearing, smell, touch) is necessary to discern unusual or dangerous situations.
- e. Ability to use post security equipment (metal detectors, X-rays, CCTV); ability to use handcuffs, baton, and firearm at any time while on duty.
- f. Ability to read post assignments, write reports, and respond to both routine and emergency dispatches or orders.
- g. Ability to subdue violent or potentially violent or disturbed individuals, or intervene in a crisis (e.g., provide emergency First Aid or resuscitation while waiting for arrival of paramedics or other emergency personnel).
- h. Occasional running, sprinting, lifting heavy weights, moving heavy objects, climbing stairs (e.g., in responding to emergencies, ensuring timely and complete facility evacuations, giving pursuit, etc.).

**C.7.2.1 Contractor Requirements Relating to Physical Demands**

The contractor must perform the below tasks relating to SO physical demands:

- a. The contractor must remove individuals deemed incapable of performing above tasks or functions from contract.
- b. The contractor must be responsible for encouraging and promoting employees assigned to this contract to maintain an ongoing and regular program of physical fitness, at no cost to Government.

**C.7.3 Initial and Recurring Screening for Illegal Drugs**

- a. SOs must submit to a urine drug screening as part of initial and recurring medical examinations. Employees are screened for five substances at following cutoff levels (nanograms per milliliter, ng/mL):

<b>Substance</b>	<b>Cutoff Level (ng/mL)</b>
Marijuana metabolites	50
Cocaine metabolites	300
Opiate metabolites	2,000
Phencyclidine	25
Amphetamines	1,000

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- b. The contractor must perform random drug screenings of 10% of all SOs assigned to this contract over a 12-month period.
- c. The contractor must provide quarterly reports detailing frequency and results of random drug screenings to COTR on 10th day of January, April, July, and October.
- d. SOs must resubmit to a urine drug screening upon renewal of physical forms every three years.
- e. Drug screening methodology must conform to U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration's (SAMHSA) "Mandatory Guidelines for Federal Workplace Drug Testing Programs".
- f. The FAA strongly urges the contractor to use laboratories listed on SAMHSA's "Current List of *Laboratories Which Meet Minimum Standards to Engage in Urine Drug Testing for Federal Agencies*".
- g. If the contractor chooses to use a laboratory not shown on SAMHSA's current list, contractor must verify laboratory's methodology conforms to SAMHSA's guidelines prior to utilizing that laboratory to perform drug screenings.
- h. Other drug testing methods (hair, sweat patch, etc.) are commercially available but are not acceptable for purposes of this contract due to widely varying standards of testing and laboratory reliability results.
- i. The Government reserves right to modify contract to permit use of alternative methods if SAMHSA issues guidelines on alternative drug screening methods.
- j. A SO must be automatically disqualified from working under this or any other FAA security force services contract, if presence of a positive reading for any substances listed in section C.7.3.a is over designated cutoff level for that substance.
- k. The contractor may not permit a SO to take multiple tests in order to receive an acceptable reading. (Note: *most drugs metabolize within a short period, ranging from several hours to several days*).

**C.7.4 Government-Requested Screening**

- a. CO or COTR will request urine drug screenings, in writing, to the contractor when the Government has a reasonable belief that a contract employee is on duty and under influence of an intoxicating substance or when the contractor independently identifies circumstances where probable cause exists.
- b. The contractor must conduct Government-requested urine drug screenings in similar fashion to random screenings. Upon receipt of a written request from the CO, the contractor must arrange for a test as soon as possible, but no later than three (3) business days. The contractor must pay contract employee normal hourly rate or salary for time associated with screening. Each screening must follow guidelines described in Section C.7.
- c. Contractor employees identified for Government-requested urine drug screenings may continue working under the contract until the contractor receives the test results. If results

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of any urine drug screening are negative, the contractor will be required to submit a Request for Equitable Adjustment if the contractor seeks reimbursement. If test results are positive, the contractor must immediately remove contract employee(s) with a positive reading from the contract and immediately inform the COTR and CO of the results. The contractor must bear all expenses relating to the test for employee(s) with a positive reading.

- d. The FAA will permanently disqualify any contract employee who undergoes either a random or Government-requested urine drug screening and tests positive (meets or exceeds acceptable cutoff levels) for any substances listed in Section C.7 from working under this or any other FAA security force services contract.
- e. The contractor must not permit any employee to take multiple tests in order to receive an acceptable test result. (*Reasoning Note: Because most drugs metabolize within a short period (ranging from several hours to several days)*)

#### **C.8 Standards of Conduct**

The contractor must maintain satisfactory standards of employee competency, conduct, appearance, and integrity, and be responsible for taking disciplinary action against employees, as necessary. Each contractor employee is expected to adhere to standards of conduct that reflect credit upon themselves, their employer, the FAA, and the Government.

The Government reserves the right to request the contractor remove an employee from this contract for failure to comply with the standards of conduct. The contractor must initiate immediate action to replace such an employee to maintain continuity of services at no additional cost to the Government.

The standards of conduct and discipline must be included in the SOM.

##### **C.8.1 Disorderly Conduct**

The FAA will not condone disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting. The FAA will also not condone participation in disruptive activities which interfere with normal and efficient Government operations. The Government reserves the right for the CO to direct that the contractor remove an employee from the contract for disorderly conduct.

##### **C.8.2 Neglect of Duties**

The Government reserves the right for the CO to direct that the contractor remove an employee from the contract for neglect of duties. This includes, but is not limited to, sleeping on duty, intoxication, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours, and refusing to render assistance or cooperate in upholding the integrity of the work site security.

##### **C.8.3 Criminal Actions**

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Contractor employees are subject to criminal prosecution for violations under the law as defined by Title 18 United States Code and any other applicable law.

### **C.9 Licensing**

#### **C.9.1 Reserved**

#### **C.9.2 State and Local Licenses**

As used in this SOW, the term “State” includes all fifty states, the District of Columbia, the Commonwealth of Puerto Rico, and Guam.

##### **C.9.2.1 Licensing of Security Officers**

The contractor must ensure all SOs possess the appropriate state weapons permits and state armed or unarmed SO certifications needed to perform SO services in their respective state of employment. Contract SOs are not immune from applicable state regulations.

All SOs must be fully trained, qualified, and certified or licensed as appropriate before posting. The Government is not responsible for the cost associated with the licensing fees.

##### **C.9.2.2 Licensing of Contractor**

The FAA elects to require the contractor to possess state certificates and licenses to the extent such certificates or licenses are required to obtain SO licenses or weapons permits. However, federal immunity from state regulation does apply. If the necessary certificates or licenses are not obtained prior to performance start date, contractor must show proof of application submission with all fee payments and successful completion of all prerequisites for licensing. Regardless, the contractor is not relieved from providing fully trained and qualified SOs by contract start date.

### **C.10 Authority and Jurisdiction**

The authority of SOs to detain or make arrests comes from individual state law as it pertains to the rights of private citizens. Each member of the SO force will be under a duty by virtue of their employment under this contract to exercise that authority in the manner authorized by this contract, including the SOM. The SO force must be familiar with and comply with the limits of the jurisdiction and the use of physical force as defined in the SOM.

### **C.11 Records and Reports**

The contractor must maintain records and prepare reports as set forth by this contract. The contractor must maintain a copy of all required reports on site and make them available for inspection by the Government at all times.

On-site records must include those of any SOs who are routinely assigned to a facility to

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supplement the normal guard force during leave and holiday periods. SOs who are temporarily assigned to a facility for a period of less than forty-eight (48) hours of elapsed time must have their records available for review at the Offer's nearest corporate headquarters building.

**C.11.1 Incident Reporting**

Incident reporting is required in order to identify and assess the loss and damage to FAA property and facilities. The reports provide essential data that describes the type of incidents associated with a facility and is a key element in the development of the FAA Facility Security Management Program. The objective of the incident reporting process is to provide a timely and accurate flow of data concerning the nature and frequency of adverse events that occur at FAA facilities. Below is a list of examples of reportable incidents that are to be reported to the ATR and SS. This list is not all encompassing, but is intended as a guide.

**Example of Reportable Incidents**

Arson	Loss of Government equipment	Stalking
Assault	Loss of ID media	Suspicious person or item
Bomb threat	Loss of keys or electronic access media	Suspicious vehicle
Burglary	Misuse of Government property	Terrorism
Civil disturbance	Murder	Vehicle theft
Drug Use	Rape or sexual assault	Violence in the workplace
Kidnapping	Robbery	Weapons possession
Larceny within facility	Sabotage	Weapon discharge
Larceny within vehicle	Security system outage	Vandalism (minor acts up to and including loss of service to an air navigation facility, true light or signal)

The written incident report submitted by the supervisor must contain as a minimum the following information:

- a. Complete description of the incident;

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- b. Name and duty assignment of the individual discovering the incident;
- c. Time of the incident (local time, date, and day);
- d. Location of incident;
- e. Activity in which the individual was engaged when the incident was discovered;
- f. Injury, fatalities, or property damage resulting from the incident;
- g. Names of any witnesses having knowledge of the incident;
- h. Any response from emergency personnel; and
- i. Notification of FM and ATR.

**C.11.2 Reporting of Firearm Discharge(s)**

**C.11.2.1 Verbal Notification**

The contractor must verbally notify the duty FM immediately of any incidents involving any discharge of a firearm. The COTR, ATR, and SS must be notified immediately after reporting the incident to the FM on duty. If shots are fired near or at the facility or its personnel or SOs, law enforcement must immediately be summoned by calling 911, whether or not an injury is suspected.

If there is injury resulting from a discharged firearm, the contractor must notify emergency personnel immediately.

**C.11.2.2 Written Notification**

The contractor must ensure that a written report for all facility incidents involving the discharge of a firearm is submitted to the ATR and SS within four (4) hours of the incident.

This report is mandatory regardless of whether or not personal injury resulted from the discharge and must include:

- a. Name and duty assignment of the individual having custody of the firearm;
- b. Time of the firearm discharge (date, day, and hour);
- c. Location of discharge;
- d. Weapon serial number;
- e. Date that the SO who discharged their firearm last qualified with their weapon;
- f. Reason for firing the weapon;



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- g. Whether local law enforcement was notified and their response;
- h. Activity in which the individual was engaged when the weapon was fired;
- i. Injury, fatalities, or property damage resulting from the discharge; and
- j. Names of any witnesses having knowledge of the incident.

The contractor will be held legally responsible for the actions of their personnel.

### **C.11.3 Complaints or Threats**

The contractor must record complaints from any person concerning security, safety, or law enforcement within the Government's jurisdiction. These complaints must be promptly reported to the ATR for resolution and disposition. The contractor must act to prevent crime against persons or property without waiting for a specific complaint. Response to bomb threats must be in accordance with the Facility Security Plan and the post orders.

### **C.11.4 Traffic Accidents**

The contractor must immediately notify the local police of accidents, and must assist, as required, in redirecting traffic, placing warning flares, and other safety protective actions.

### **C.11.5 Security Incidents**

The contractor must ensure that all security violations are properly documented by use of an Incident Report Form and reported to the ATR.

### **C.11.6 Investigations**

Periodically, the contractor may be required to make written and oral statements to the FAA Office of Security and Hazardous Materials Safety (ASH), the FBI or other agencies due to the nature of a particular incident. Any written statements provided must be considered a report under the terms of this contract.

### **C.11.7 Weekly Work Schedule**

The contractor must provide a weekly work schedule, which indicates specific hours of the day that each post will be staffed, the SO's name and the number of personnel per post. Other known requirements, such as scheduled escort duties, and scheduled fire or evacuation drills must also be shown on the schedule. The contractor must submit this work schedule to the ATR by Friday of the previous week. Changes to the work schedule must be submitted to the ATR at least three (3) business days prior to the start of the proposed change.

## **C.12 Uniforms and Equipment**

The contractor must provide employees all necessary equipment to perform their duties in a

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competent, capable, and efficient manner. Equipment must meet or exceed all minimum standards set by the National Institute of Justice.

The contractor must make the following equipment available to SO personnel to perform normal functions:

<b>Uniform Components</b>	<b>Description</b>	<b>Color</b>
Boots Pair,	Quarter	Black
Cap	Baseball Style	Black
Cap	Faux Fur Trooper Style	Black
Double Magazine Case or Speed Loader Case	Nylon, Compatible with Specified Weapon	Black
Duty Belt “Keepers”	Nylon	Black
Expandable or Straight Police Baton	With Holder	Black
Glove and Microshield Pouch	Nylon, Slide on Belt Type, Holds Set of Single Use Disposable Gloves and One (1) Single Use Disposable Microshield	Black
Gloves Winter,	Pair	Black
Handcuff Case	Nylon	Black
Handcuffs and Keys	Meets NIJ 0307.01	
Jacket Winter,	Patrol Type	Black
Jacket	Nylon Windbreaker	Black
Key Strap with Flap	Nylon	Black
Level II Firearm Retention Holster	Nylon, Slide on Belt Type with Hammer Safety Strap (Left or Right, as Required)	Black
Microshield	Single Use, Disposable	
Nameplate	2-1/2” x 5/8” Metal Plate with Rounded Edges and 1/4” Lettering Identifying First Initial and Last Name	Gold Metal with Black Lettering
Necktie	Clip-on	Black
Oleoresin Capsicum (OC) or Combination OC– CS Orthoclorobenzaimalononitrile Canister	2.0 ounce Non-Flammable Flip Top Safety Canister with gel or foam Spray Pattern	
Oleoresin Capsicum (OC)case	Nylon, Slide on Belt Type	Black
Pistol belt	Nylon without Shoulder Strap	Black
Shirt, long sleeve	Insignia, Shoulder Patch	Not Specified
Shirt, short sleeve	Insignia, Shoulder Patch	Not Specified

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Trouser	All Season Weight	Not Specified
Whistle	With Chain Attachment	
Flashlight	With holder 2-D Cell	

Note: The FAA may require the addition of NIJ Level IIA Body Armor with concealed carrier for some or all SOs during the performance of this contract.

### **C.12.1 Firearms**

#### **C.12.1.1. Contractor-Provided Firearms and Ammunition**

The contractor will provide SOs, including part-time and reserve SOs, with their own pistol. The following firearm calibers may be provided: .38 Special, .40, or a 9mm revolver or pistol. Each facility will use only one caliber of weapon. Use of personal weapons is strictly prohibited. No other types of weapons must be used. Only the handgrips and sights of a firearm may be modified to meet the needs of the user, but, if modified, qualification must be performed with the changed item(s) in place, not simply removed and reinstalled before and after qualification.

##### **C.12.1.1.1. Caliber 9mm**

The overall size must not exceed 7.5" long, 5.5" high, and 1.5" wide and weigh no more than 30 oz. excluding the magazine. The caliber authorized is 9MM and not any larger. The magazines (three for each pistol) must hold a minimum of 10 rounds and not more than 17. The pistol must be able to be fired without a magazine inserted into the weapon. The magazine must fall free (unloaded) when the magazine catch is activated. The double action only trigger pull must not weigh more than 12 pounds and not less than 5 pounds. The pistol may be either a traditional double action only or a striker fired design.

The pistol must have a dark corrosive resistant finish and must be must be capable of being fired without the manipulation of an external safety or cocking lever. Passively operated grip or trigger safeties are acceptable. The normal function of the pistol must be double action only. The pistol must be operable by a right or left-handed user. The use of a polymer-framed pistol is acceptable. There is not a requirement for an all-metal firearm.

All safeties must be internal or passive. An inertial interlocked firing pin will be the primary safety to positively prevent movement of the firing pin unless the trigger is pulled completely through its entire length of travel. The sights must be drift adjustable and be luminous night sights, one (1) dot on the front sight, and two (2) dots on the rear sight, which appear as three (3) illuminated dots when the weapon is held at arm's length. The illuminated dots must not be visible when viewed from the muzzle end of the pistol. The color of the illuminated dots must be green. The illumination materials for the night sight must comply with Nuclear Regulatory Commission standards.

Ammunition type authorized: 110- 147 grain bullets.

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**C.12.1.1.2. Caliber .38 Special**

The overall size must not exceed 10.5" long, 5.5" high, and 1.55" wide and weigh no more than 42 oz. or less than 35 oz empty with a 4 inch non-ported, semi or fully shrouded (lugged) barrel. The pistol may be capable of firing either 38 Special, +P or .357 Magnum cartridges. The cylinder must hold 6 rounds and be opened with the manipulation of just one release. The double action trigger pull must not weigh more than 12 pounds and not less than 5 pounds.

The revolver must have a blued or stainless steel finish and must be capable of being fired without the manipulation of an external safety. The normal function of the pistol must be double action with the capability of being fired in a single action mode. The pistol must be operable by a right or left-handed user. With the exception of grips and small internal parts, it must be an all-metal firearm. All safeties must be internal and passive. A transfer bar type mechanism will be the primary safety to positively prevent contact between the hammer and firing pin or hammer and cartridge primer unless the trigger is pulled completely through its entire length of travel. The sights must be fixed front and fixed, drift or fully adjustable rear.

Ammunition type authorized: 110 – 135 grain bullets.

**C.12.1.1.3. Caliber .40**

The overall size must not exceed 7.5" long, 5.5" high, and 1.5" wide and weigh no more than 30 oz. excluding the magazine. The caliber authorized is .40 and not any larger. The magazines (three for each pistol) must hold a minimum of 10 rounds and not more than 15. The pistol must be able to be fired without a magazine inserted into the weapon. The magazine must fall free (unloaded) when the magazine catch is activated. The double action only trigger pull must not weigh more than 12 pounds and not less than 5 pounds. The pistol may be either a traditional double action only or a striker fired design.

The pistol must have a dark corrosive resistant finish and must be must be capable of being fired without the manipulation of an external safety or cocking lever. Passively operated grip or trigger safeties are acceptable. The normal function of the pistol must be double action only. The pistol must be operable by a right or left-handed user. The use of a polymer-framed pistol is acceptable. There is not a requirement for an all-metal firearm. All safeties must be internal or passive. An inertial interlocked firing pin will be the primary safety to positively prevent movement of the firing pin unless the trigger is pulled completely through its entire length of travel.

The sights must be drift adjustable and be luminous night sights, one (1) dot on the front sight, and two (2) dots on the rear sight, which appear as three (3) illuminated dots when the weapon is held at arm's length. The illuminated dots must not be visible when viewed from the muzzle end of the pistol. The color of the illuminated dots must be green. The illumination materials for the night sight must comply with Nuclear Regulatory Commission standards.

Ammunition type authorized: 155-180 grain bullets.

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**C.12.1.2. Other Firearm Requirements**

Regarding firearms, the contractor must comply with the following:

- a. The contractor must only issue a firearm to their personnel upon successful completion of the required firearms qualifications and in compliance with certification requirements.

The SO must carry the same weapon, by serial number, and type of ammunition that were used when qualifying. The equipment worn on post (holster, duty belt, speed loaders, etc.) must be the same that is worn when qualifying. The type of ammunition carried must comply with C.12.1.2.f below and must be the same that was used to qualify.

- b. The contractor must ensure all firearms are cleaned at least once a week to insure optimum operating condition. The contractor must clean firearms more frequently if weather conditions warrant. The contractor must provide all needed cleaning supplies for this function. Unless firearms are stored on FAA property, all cleaning will take place off FAA property. Cleaning must not be done during labor hours charged to the FAA. A record will be maintained by the supervisor of the weapons cleaned by the officers.
- c. The contractor may only modify handgrips and sights on firearms. No other modifications are authorized. If modified, then qualifications must be performed with the alteration.
- d. The contractor must provide a list of serial numbers of firearms that will be used on this contract to the ATR prior to the period of performance start date. The contractor must maintain this list and notify the ATR immediately if it changes.
- e. The contractor must provide ammunition for authorized firearms. Each SO must be issued sufficient rounds to fill three magazines or cylinders of the appropriate caliber ammunition. Ammunition must be kept clean to ensure its safe and effective use. Ammunition must be from a U.S. commercial manufacturer. The contractor must not use reloaded ammunition. All ammunition used at a specific site will be the same type by the same manufacturer.
- f. Ammunition must meet the weapon's manufacturer's recommended specifications. The use of specialized (e.g. green tip) or enhanced (+P, +P+, etc.) ammunition is not authorized.
- g. The contractor must provide one hundred (100) rounds of the appropriate caliber ammunition stored on site in a container furnished by the contractor, acceptable for ammunition storage. The ammunition must be available to FAA contract SOs in case of emergencies. Ammunition must be stored separately from the weapons in a separate locked drawer of the weapons container or a separate ammunition container. If a separate container is used, the ammunition container key must be secured by an on-duty contractor SO and documented in approved post order. Magazines may remain loaded while stored.
- h. Loading. A clearing barrel or similar check and clear bullet trap will be provided by the Government for use when loading and unloading semiautomatic firearms and must be used for all loading and unloading.

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- i. Storage. The FAA prefers that the contractor not use FAA facilities for the storage of firearms. However, firearms used by FAA contract SOs may be stored on FAA property. These firearms will be stored unloaded in a Government provided container. The firearms container need not be located in a locked room, but must be out of sight of visitors and facility personnel. However, the container must be able to be continuously monitored by SO personnel. When not in use, the container will be locked. Combinations will be changed when compromised, when someone knowing the combination leaves, or annually. The Combination Change Form, SF-700, must be used to document combination changes. The contractor must provide the ATR a current list of the serial numbers of all firearms stored on FAA property.

#### **C.12.2 Radio Communications**

The contractor must furnish all necessary multi-channel radio transceiver communications equipment so that each SO and FAA Facility Manager (FM) can maintain communications. The contractor must comply with appropriate federal regulations to obtain all necessary frequencies and permits for equipment operation. The exact SO force frequencies must be coordinated with and approved by the ATR prior to operation to prevent interference with Government operations. "Citizens Band" frequencies are unacceptable.

The contractor must have at least one radio for each SO, the facility, and a backup radio. The contractor also must have extra batteries, battery chargers, and if required and if approved by the ATR, base stations or repeaters, on site.

#### **C.12.3 Radio or Telephonic Communications**

The contractor must provide equipment capable of establishing radio or telephonic communications within one (1) minute with the local fire department dispatcher, ambulance service, and transportation dispatcher (for wrecker service). This equipment must be functional and maintained by the contractor at all times. A contractor-issued cell phone may be used to meet this requirement provided signal strength is sufficient for reasonable use.

#### **C.13 Training**

Members of the SO force must successfully complete required initial training within thirty (30) calendar days of their assignment to duty for this contract. Note that this general SO training is in addition to required firearms and transitional weapons training as required by local or state Governments and by this SOW. The contractor must certify in writing to the ATR and COTR within thirty (30) calendar days after contract start date, that assigned employees have satisfactorily completed instruction in each of the required subjects, or have equivalent training by virtue of previous training or experience. This certification must list employees by name and must include evidence of previous training and experience, if any are used in lieu of initial training under this contract. A similar certification must be provided for each subsequently hired, new employee within thirty (30) calendar days after they begin work.

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**C.13.1 Initial Training**

The contractor must provide all pre-performance training and is responsible for all associated expenses to include, but not limited to: state fees, license fees, and certification fees. A reasonable degree of proficiency and knowledge of the specific SO skills identified are required under this contract. Contractor employees must meet training requirements for state-level armed or unarmed SOs in the state where they are working. State required training must be performed by a state certified trainer. Nothing in this SOW prevents the contractor from establishing or participating in additional internal or external SO training of their development or choosing.

For facilities in a state with no state certification requirements; the contractor must provide a training plan for SOs. This training plan must be reviewed in advance by the COTR and approved by the CO. The training must include, at a minimum, the following topics:

- Human Interaction. Provides good communication skills and understanding human behaviors that have a large impact on effective job performance in providing security;
- Use of deadly force;
  - Firearms training must consist of at least eight (8) hours classroom and twenty-four (24) hours live fire and must include safe handling, cleaning, loading, and unloading of the weapon;
- Secondary use of force;
  - At least four (4) hours on the use of OC gel or foam, lecture and hands-on;
  - At least four (4) hours on the use of the baton, lecture and hands-on;
  - Handcuff techniques and safe use of handcuffs;
- Entry control procedure;
- Apprehension techniques;
- Vehicle search techniques;
- Local and state applicable legal statutes;
- Weapons familiarization;
  - Care and cleaning of firearms - The training will be in accordance with the manufacturer's instructions;
  - Use of firearms - Training provided must include a section on the appropriate use of deadly force;
- Jurisdiction and authority - Training sessions must include descriptions of the SO responsibilities and authority with respect to detention, apprehension, inspection, seizure, and use of deadly force;

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- First aid and CPR - SOs must obtain or maintain current a certification from the American Red Cross or other recognized organization;
- Emergency equipment - Training must include use of emergency equipment such as fire extinguishers;
- Operational instructions - Training must include the facility's layout, particularly stairways, fire doors, pipelines, sprinkler systems, sprinkler control valves and fire hoses, fire extinguishers and fire alarm systems, general, special, and temporary orders, facility security plan (FSP) and the SO manual;
- Security and contingency situations - Training must include how to recognize and appropriately react to emergency situations involving work place violence, bomb threats, sabotage, terrorism, hostage situations, and other criminal activity;
- Work place safety - Training must include the safety requirements with special emphasis on any volatile materials stored within the confines of the facility;
- Facility access control procedures - Training must include the guidelines and procedures for personnel and vehicle access control;
- Communications - Training must include the proper use of primary, alternative, and emergency communications equipment;
- Reports - Training must include the proper methodology for completing reports associated with SO operations;
- Metal detection and X-ray equipment - The Government provides 4 hours of training, per SO, per year, for X-ray training. The contractor must provide both walk-through and hand-held metal detector training;
- Manual inspection of hand carried bags and packages;
- Security management systems - The Government provides operator training for the FAA specific security systems in use at FAA facilities. General security system training must be provided by the contractor and must include familiarization in the use and control of typical electronic security equipment;
- Sexual harassment;
- Confliction resolution;
- Ethics;
- Terrorism, anti-terrorism, and weapons of mass destruction;
- Workplace violence;
- Bomb Threats and Incidents;
- Hostage Situations; and
- Crime scene protection.



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The contractor must submit documentation of successful completion of this training by each SO to the COTR.

The contractor must maintain a record of all initial and refresher contract SO training records or certifications for inspection by the Government on demand.

In addition, SOs must successfully complete training deemed necessary by the COTR and approved by the CO. The contractor must provide the name and location of the training facility, date and times training courses were conducted, and who conducted the training.

### **C.13.2 Refresher Training**

As recurrent training is completed, the contractor must maintain copies of documentation on site for inspection by the Government. SOs must satisfy state requirements for annual refresher training. If no refresher training requirement exists, the contractor must provide refresher training of a minimum of twenty (20) hours annually, of which at least eight (8) hours will be firearms training and re-qualification.

### **C.13.3 SSE Assessment of Security Officer Personnel**

FAA Special Agents may conduct periodic overt or covert testing of the SOs to see if they can detect explosive or weapons during the screening process. Failure to detect the explosive or weapons device(s) may require the SO to be removed by the COTR from being allowed to use the X-ray and other screening equipment until he or she becomes proficient in their duties.

All SOs are required to complete one hour each week of practice using the Government provided X-ray training program that is available on all FAA X-ray machines. This practice session is considered by the Government to be a routine part of the regular duty day. This program provides real images of concealed explosive and weapons devices. During subsequent supervised X-ray operator testing, SOs are required to achieve a 70% pass rate. If an officer fails to achieve the desired rate, they may be required by the COTR to increase practice frequency and may be required to attend additional electronic or instructor-lead training before being allowed to operate FAA screening equipment.

### **C.14 Firearms Qualification - General**

The contractor must ensure that each SO required to carry a weapon is trained and successfully completes the Handgun Qualification Course shown below in this Section. The contractor will ensure that all SOs complete thirty-two (32) hours of initial firearms training, consisting of eight (8) hours of classroom and twenty-four (24) hours of live fire training. Annual requalification must include at least eight (8) hours of training and at least one (1) hour of practice firing prior to the first of the two requalification attempts.

A qualifying score is 80% or better. A qualifying session consists of no more than two attempts to qualify. If the SO is unsuccessful in the first attempt, an immediate second attempt may be

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made. No unqualified guard may staff an FAA post. It is the contractor's prerogative whether to continue retraining a SO towards qualification or requalification beyond the Government-funded two attempts.

The FAA reserves the right to witness firearm qualifications. The contractor must notify the ATR or COTR fifteen (15) days prior to scheduled qualifications.

**C.14.1 Firearms Qualification**

Firearm qualification must, at a minimum, occur once every year. The contractor personnel must qualify with the identical firearm and type of ammunition that will be used during regular tour of duty.

- a. Range qualification must be accomplished on a recognized law enforcement or other approved range under the supervision of a certified firearms instructor. The minimum passing score must be 80%, or 200 points of a possible 250.
- b. The SO qualifying or re-qualifying must present attachment J.10 to the licensed firearms instructor for completion and signing. This form, in conjunction with the local firearms instruction completion form, must be signed by both the SO and the instructor and will be used to document compliance with the firearms qualification requirements of this SOW. A copy of J.10 must be retained at the SO's assigned facility with other SO records.
- c. Each qualifier must wear and use the duty gear that is assigned for daily use, including holster and reloading devices or aides (e.g. speed loaders).
- d. The course of fire (CoF) for FAA SOs is the Federal Protective Service (FPS) CoF for their handgun qualification course, as shown below, or a CoF required by the state licensing authority as long as it meets or exceeds the FPS standard. The COTR has the authority to determine if the CoF used meets the requirement of this solicitation.

**Firearms:** Contract-authorized handgun

**Ammunition:** Contract-authorized: 50 rounds

**Target:** ICE Target

The following stages must be completed in sequential order and fired as a hot range. Once prepared for duty carry, the shooter will be responsible for maintaining full magazines throughout course of fire, reloading on command or when otherwise necessary.

Stage	Distance	Rounds	Position	Description
1	1.5 YDS	6	Strong hand only from the holster using the bent elbow position with the support arm or	On command the shooter will:  Draw and fire one round in two seconds and re-holster;  Draw and fire two rounds in two seconds and

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Stage	Distance	Rounds	Position	Description
			hand placed against the upper centerline of the officer's chest	re-holster; Draw and fire three rounds in two seconds and re-holster; and  Officers with a magazine capacity of less than twelve rounds will have to conduct a tactical reload or magazine exchange at the end of this stage of fire to be prepared for stage two.
2	3 YDS	6	Using two hands from the holster point shoulder shooting, referencing sights	On command the shooter will:  Draw and fire three rounds in the chest of the target in three seconds, and re-holster; and  Draw and fire three rounds in three seconds to the chest, perform a reload (emergency, tactical or magazine exchange) and re-holster.
3	7 YDS	6	Body armor and cover drills.  Two-handed shooting using the sights	On command the shooter will:  Draw and fire two rounds to the chest of the target and one round to the head of the target in five seconds and assume a high search position;  From high search, move to an aimed in position and fire two rounds to the chest of the target and one round to the head of the target in four seconds;  At the end of this stage, the two headshot rounds must be in the five ring head area for each to count as five points. The head area outside the five-ring is worth two points; and  Officers with a magazine capacity of less than twelve rounds will have to conduct a tactical reload or magazine exchange at the end of this stage of fire to be prepared for stage four.

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Stage	Distance	Rounds	Position	Description
4	7 YDS	12	One-handed shooting	<p>On command, the shooter will:</p> <p>Draw and fire three rounds, using both hands, then transfer the weapon to the strong hand only and fire three rounds, in ten seconds;</p> <p>Perform a reload (emergency, tactical or magazine exchange), and re-holster;</p> <p>Draw and fire three rounds, using both hands, then transfer the weapon to the support hand only and fire three rounds, in ten seconds; and</p> <p>Perform a reload (emergency, tactical or magazine exchange), and re-holster.</p>
5	15 YDS	12	Two-handed shooting from the standing and kneeling position	<p>On command the shooter will:</p> <p>Draw and fire six rounds from the standing position in ten seconds;</p> <p>Move to a kneeling position;</p> <p>When the target edges, or command is given that threat has diminished, shooter performs a reload (emergency, tactical or magazine exchange) in five seconds and assumes a ready position;</p> <p>When threat reappears, or command to fire is given, fire six additional rounds from the kneeling position in ten seconds; and</p> <p>Officers with a magazine capacity of less than twelve rounds will have to conduct a tactical reload or magazine exchange at the end of this stage of fire to be prepared for stage six.</p>
6	15 YDS	4	Barricade	<p>On command the shooter will:</p> <p>Take one step to the rear and one to the right of the barricade;</p> <p>When the threat appears or command to fire is given, move to cover, draw and fire two rounds from the right side standing barricade position, move to the right side kneeling barricade and fire an additional two rounds, in twenty seconds; and</p>

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Stage	Distance	Rounds	Position	Description
				While in a position of cover, perform a magazine exchange.
7	15 YDS	4	Barricade	On command the shooter will: Take one step to the rear and one to the left of the barricade; and When the threat appears or command to fire is given, move to cover and fire two rounds from the left side standing barricade position, move to the left side kneeling barricade and fire an additional two rounds, in twenty seconds.

#### **C.14.2 Firearms Certification**

Contractor firearms instructors must be state certified in the state where the SOs perform their FAA SO duties. The instructor must have a current and valid certification to conduct firearms qualifications and training. SO firearm certification must be in writing and include the following as required in Attachment J.10:

- a. Name of SO;
- b. Score attained;
- c. Model and serial number of gun;
- d. Type of ammunition used to qualify;
- e. Date of qualification;
- f. Course of fire used for qualification;
- g. Name and location of range;
- h. Name of certification source; and
- i. Signature of range official certifying the qualification.

The contractor must not issue a firearm to its employees until the SO has successfully completed the firearms qualification and training requirements as required.

#### **C.14.3 Required Actions**

Contractor weapons and ammunition must be surrendered to a duly credentialed law enforcement officer upon request for examination.

#### **C.14.4 Failure to Comply with Certification Requirements**

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The contractor must comply with all certification requirements of this SOW. Failure to comply may result in termination of this contract.

### **C.15. Prohibitions**

#### **C.15.1 Possession of Privately Owned Firearms in or on Government Owned or Leased Property**

No person, including an SO is authorized to carry personally owned firearms on his or her person or store them in privately owned vehicles while in or on FAA-owned, FAA-leased, or GSA-leased property.

#### **C.15.2 Use of Force and Deadly Force**

The use of force or deadly force is authorized only when the SO has cause on the totality of the circumstances to believe that another person poses an imminent threat of causing death or serious bodily injury to the SO or others. SOs must use only such force as is necessary to overcome any opposing force or threat by rendering the person(s) incapable of continuing the activity which prompted the use of such force or weapon. The SO may escape to a safer position, if available to do so to prevent further injuries or death.

A firearm must only be drawn when it is believed that the use of deadly force may become immediately necessary.

Firing at a fleeing person is prohibited.

Firing from or at a moving vehicle is prohibited.

Firing warning shots is prohibited.

#### **C.15.3 Employment of Government Personnel**

The contractor must not hire off-duty Government employees.

### **C.16 General Information**

#### **C.16.1 Place of Performance or Hours of Operation**

The facility ATR will determine shift start and stop times in conjunction with the FM and this SOW. Contractor personnel must not exceed forty (40) hours per week to include related Post Associated Time (PAT). PAT is defined as time required for weapons or equipment issue and turn in, and pre and post-shift briefings (security guard mount).

Contractor personnel must have at least eight (8) hours of non-duty between shifts. However, a SO must not work twelve (12) consecutive hours to prevent a lack of alertness and safety issues. The contractor must provide shift relief for employees during meals and scheduled breaks as required by federal, state, and local law.

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#### **C.17 Program Management**

The contractor must provide a description of the program management process for central management and communications between the Government and the contractor.

The contractor must manage all requirements to assure adequate and timely completion of these services. Included in this function will be a full range of management duties including, but not limited to: training, planning, scheduling, report preparation, establishing and maintaining records, and quality control. The contractor must provide an adequate, qualified staff of SO personnel.

The contractor must perform unannounced inspections of their contract SO performance at least once a month during each contract SO shift. The supervisor will ensure that the SOs are adhering to facility post order orders and contractor's SOM. The contractor will provide a written report to the ATR documenting these inspections. The ATR may determine specific inspection times, as required. The date and time must be noted in the FAA contract SO log.

The contractor must ensure that the supervisor has sufficient time to conduct these required inspections and carry out their supervisory responsibilities in accordance with this contract.

##### **C.17.1 Program Management Plan**

The contractor must provide, as a part of their offer, a program management plan which provides a description of the program management processes for central management, liaison and communications between the Government and the contractor.

The program management plan must, in the offeror's format, address at a minimum, the following topics:

- a. Management relationship between the prime contractor and its sub-contractors, to include combining of resources in the event of an emergency;
- b. Organizational structure that illustrates the hierarchy of contractors with their roles and responsibilities;
- c. Communications procedures that describe the process of distributing information from the FAA and ensuring that issues that arise are passed to the appropriate management level within the organization and resolved quickly and efficiently;
- d. The procedures followed when reporting contract related issues and problems from the individual site all the way through to the CO will be referred to as escalation procedures and must ensure the timely resolution of issues that may arise at any given facility. This will include the identification of the person who will address issues, by title if not by specific name; and
- e. The processes for handling staffing shortfalls due to personnel transfer, resignation or any other factor which results in an FAA facility's SO staffing falling below the required levels.

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### **C.17.2 Transition Plan**

The contractor must provide, as a part of their offer, a transition plan which provides a description of the processes and procedures for transitioning FAA facilities from existing guard services to SO services under this solicitation. The FAA will initiate action by the issuance of a task order as illustrated in Attachment 1 to Section J.

The transition plan will, in the offeror's format, address at a minimum, the following topics:

- a. The transition strategy that will be implemented by the offeror. This strategy will discuss the sequence of sites to be transitioned within the proposed Service Area and the methodology for determining that sequence;
- b. The transition timeline which will illustrate the key transition events that must occur prior to a SO assuming a watch at 0001 on the day that the offeror assumes responsibility for the SO services at a facility. The timeline will discuss or illustrate those events which may be concurrent and which must be sequential. The timeline must include the processing time for Government suitability determinations or clearances for personnel;
- c. Critical path activities must be discussed with an indication of which activity may have a "work-around" in the event that the activity may not be achievable when planned.
- d. Government required involvement must be specified; and
- e. The process of interviewing or hiring and training or certifying incumbent SOs from the existing vendor.

The FAA may add as yet unidentified sites to the contract through contract modifications. The transition plan must identify how these sites will be integrated into the transition schedule.

### **C.17.3 Special Provisions**

#### **C.17.3.1 Temporary Removal of SO Personnel Posing an Imminent Threat.**

The CO may direct the contractor to temporarily remove immediately any individual from duty who poses an imminent threat to safety of personnel or Government resources. Temporary removal of SO personnel does not relieve the contractor of any performance requirements or create an entitlement to an equitable adjustment.

#### **C.17.3.2 Permanent Removal of SO Personnel**

The Government reserves the right to permanently exclude any individual from performance under this contract for the following:

- a. Performance consistently fails to meet standards as confirmed by the ATR; and
- b. Egregious conduct - Such failure includes, but is not limited to, falsifying reports or statements, mishandling weapons, loss, destruction, or irresponsible use of Government



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equipment, or other criteria identified in this SOW. A single instance of egregious behavior, as confirmed by the ATR, may be sufficient to remove an SO from the contract.

When so instructed by the CO, the contractor must immediately remove the individual from the facility. Permanent removal of SO personnel does not relieve the contractor of any performance requirements or create an entitlement to an equitable adjustment. The contractor must not, without the COTR or CO's consent, reinstate on this contract any employee who has been permanently removed.